Temperature representation and an artist of the control of the con neren ereneren ereneren ereneren. involved and an experience of the contract of nananananan arabahan arabahan nenenenenenen erenenen erenenen. neren ereneren ereneren ereneren. neren ereneren ereneren ereneren. The territory of the te neren ereneren ereneren ereneren. Terrer contrate the terrer contrate. incomprehensive contraction of the incomprehensive contraction of the The the first with the first with the first Paradicipation of characteristics. Career SoftSkill Essentials... every construction and access tanan merenakan merenakan necessaria de la constitución de **Getting Started** Contract Contract Contract Contract Charles and an expension of the con-Production of the control of the Production of the control of the Charles and an expension of the con-Charles and an expension of the con-© 2002 First Edition Autoritation (Continue Continue Continu Tennent francisco de la constitución de la constitu

Career Development Modules

Written with a grant provided by:

Delaware Economic Development Office
in collaboration with

Delaware Department of
Education – Adult Education and
Workforce Development Workgroup

Authors:

Sally Reynolds
Curriculum Coordinator, Adult Education

Dr. Fran Tracy-Mumford
State Director of Adult Education
Department of Education

Paul Hughey

Administrative Coordinator, Adult Education

Contributions and Special Assistance by:

Nancy Ward

DEDO Employer's Group Committee Chairman

Helen Groft

Director of Workforce Development Delaware Economic Development Office

Jayla Boire
The Right Idea Consulting

Appreciation is extended to James H. Groves Career Counselors and Adult Educators who Field Tested the Modules

Career SoftSkill Essentials Background Information

Nationally, nine out of ten reasons given for the dismissal of employees are soft skill related (Farr, 1990). The tenth is for lack of technical skills.

Delaware employers list career soft skills as a major employee challenge and asked for training resources to assist them. At the same time, adult education teachers and career counselors were asking for the same type of materials.

The Secretary's Commission On Achieving Necessary Skills (SCANS) report in 1991 spoke to the economic demand to raise soft skills to an equal level of importance as technical skills.

Career SoftSkill Essentials Background Information continued

Because Delaware employers needed training resources designed for Delaware companies, a collaboration was forged between the Delaware Economic Development Office and the Department of Education. This collaboration lead to the publication of Career SoftSkills Essentials...

Career SoftSkills Essentials™ is designed to give Delaware companies a competitive advantage. In addition, employees will develop career soft skills enabling them to have greater opportunities in the workplace.

Modules

There are 15 modules. Each addresses a specific soft skill. The modules are:

- Accept Others
- Accountability
- Anger Management
- Appearance
- Attendance/Leave
- Company Policy
- Customer Service
- Dependability

- Flexibility
- Follow Directions
- Honesty
- Personal Business
- Self-Improvement
- Team Player
- Time Management

Section 1: Introduction

Modules provide insight into work habits, pride of performance, and attitudes that will help employees succeed at work.

These materials are designed with employee success in mind to improve and develop career soft skills.

Section 1: Introduction Continued

Working through each module, the emphasis is about what it means to be an employee who:

- Achieves success in the workplace.
- Does his/her job well.
- Works well as an individual and as part of a team.
- Meets employer expectations.
- Takes responsibility.
- Has pride of performance.
- Seeks self-improvement.
- Makes informed decisions for success in the workplace.

Section 1: Introduction Continued

The following pattern will be followed in each module:

- Soft skill checklist.
- Information about employer expectations.
- Explanation of sub-skills.
- Scenarios that include examples of employee performance.
- Questions about how to perform on the job
- Soft skill review.

Section 2: Getting Started

These modules:

- Contain information about 15 different career soft skills that will help employees perform their job better.
- Can be learned in a group or individually.
- Are developed to give you knowledge that will empower you as an employee.

Section 2: Getting Started

Each skill is presented in the following manner:

- Section 1: Before You Begin
- Section 2: Information about Skills on the Checklist
- Section 3: Scenario/Case Study
- Section 4: Applying What you Know
- Section 5: Skill Review

Section 2: Getting Started

Each skill is presented in the following manner:

- Section 1: Before You Begin
 This is an overall look at the parts of the skill.
- Section 2: Information about Skills on Checklist This provides general information about the skill and specific information as it applies to the workplace.
- Section 3: Scenario/Case Study
 This section presents a story relating to the skills taught in the module.

Section 2: Getting Started

- Skill 4: Applying What you Know
- This section uses the skills in the module to solve problems.
- Skill 5: Skill Review
- All information presented in the module is reviewed in this section.

Resource List

Farr, J.M. and Pavlicko, M. <u>A Young Persons's Guide to</u> <u>Getting and Keeping a Good Job.</u> Indiana: JIST Publishing, 1990.

Hoyt, Cathy Fillmore, PBS Literacy Link, Workplace Essential Skills, 1999.

Ludden, LaVerne, <u>Job Savy: How to Be A Success at Work</u>, second edition, Indiana: JIST Publishing Company, 1998.

Workforce: Building Success, Texas: Steck-Vaugh Company, 1997.

Modules

Click on a topic to view the module:

- Acceptance of Others
- Accountability
- Anger Management
- Appearance
- Attendance/Leave
- Company Policy
- Customer Service
- Dependability

- Flexibility
- Follow Directions
- Honesty
- Personal Business
- Self-Improvement
- Team Player
- Time Management